

> San Mateo Credit Union Reduces Backup Footprint for 74 Machines by 82 Percent with Arcserve’s Unified Data Protection (UDP) Appliance



CLIENT PROFILE

**Industry:** Financial Services  
**Company:** San Mateo Credit Union  
**Environment:** Physical & Virtual



**BUSINESS**

Founded in 1952, San Mateo Credit Union (SMCU) currently manages more than \$840 million in assets and has over 81,000 member owners. Membership to this financial cooperative is available to individuals that live, work, worship and attend school in San Mateo County, the City of Palo Alto and certain areas of San Francisco.

**CHALLENGE**

SMCU was using a competing product to back up its data center however, experienced difficulty in dealing with the product’s sales team while attempting to purchase an upgrade.

**SOLUTION**

Arcserve’s Unified Data Protection Appliance for its 48 VM and 26 physical servers.

**BENEFIT**

With the Arcserve UDP appliance, San Mateo Credit Union is successfully backing up its 74 machines. Leveraging the global deduplication technology, they were able to reduce their total backup footprint by 83 percent from 30 TB to 5.1TB. Further, using the UDP Bare Metal Recovery as well as the VM Restore to Alternate Location features, SMCU has performed a number of successful physical and VM recovery tests



## BUSINESS

### Delivering high quality financial services

For over sixty years, San Mateo Credit Union (SMCU) has served the ever growing and changing needs and population of San Mateo County. Through the years, SMCU has adapted and grown, keeping pace with the evolving financial needs of its member-owners. Since first opening its doors, each year has marked a growth in assets and an expansion of its member-owner base. Currently, this credit union, is stable with eight branch locations, over 81,000 members and more than 840 million in assets which is a clear indication of SMCU's vibrant financial health and operational strength.

## CHALLENGE

### Provide a cost-effective backup solution

San Mateo Credit Union is a financial cooperative, employing 175 full and part-time staff. Based out of Redwood City, California, SMCU has relied on vendor partners for expertise including backup and data protections solutions.

San Mateo Credit Union has 74 total machines in its data center. The majority of the machines are running on a VMware ESXi server with the exception of 26 machines that remain on physical servers. Physical servers are required for certain applications depending on their use and location. These applications include a core banking system and a large number of small applications that run individual banking services, such as changing PIN numbers on ATM cards, customer statement retrieval and document archiving. All of these applications run on Windows, Linux and HP-UX.

"We began to shop around for a new backup solution, first reaching out to Symantec, EMC and CommVault. I found that their solutions were quite a bit more expensive than I expected, and was also turned off because they did not offer any trial versions", says, Mark Mueller, Senior Electronic Delivery Analyst. "My local IT consultant recommended I take a look at Arcserve."

## SOLUTION & BENEFITS

### High availability protection with simple installation

"I remembered the Arcserve name from years ago", adds Mark, "and I was pleased to learn that they now sell a complete family of data protection and high availability solutions. I was contacted by the local Arcserve sales representative and was able to download a free trial of the new Arcserve Unified Data Protection solution. The trial software installed very easily. I was able to back up a test physical system and successfully perform a bare metal restore with very little effort."



The UDP appliance installation process went very smoothly. In fact, I was amazed how easy it was.





Following their successful trial, SMCU purchased the Arcserve UDP Series 7300 Appliance. With over 10TB of total data to protect, the 7300 with 8TB of useable disk capacity was recommended. With built-in global source-side deduplication and compression, Arcserve UDP delivers 70-90 percent data reduction, making the 8TB model optimal in capacity for the credit union.

Mark states "The UDP appliance installation process went very smoothly. In fact, I was amazed how easy it was. The box arrived on Friday, Steve Nalick arrived the following Monday, and I was up and running within an hour or two. I received awesome help from Arcserve Sales and Support. I found them to be very knowledgeable, and they made the whole process very easy."

San Mateo Credit Union has all its machines configured with a backup schedule and they are seeing both space and cost savings with the appliance's deduplication technology. "I am amazed that with all the machines under protection, and with long retention schedules, the total data being protected is now over 25TB, but I am storing only 4.5TB of data on the appliance. This is an 82 percent total reduction. I am confident even with anticipated data growth, I will have plenty of capacity. I was pleased to find the UDP appliance very easy to configure, yet powerful. I was able to configure different backup schedules for different applications. For example, I configured the longest retention schedule for my general office file server to protect users who sometimes overwrite or delete their own documents and don't realize it until days or weeks later."

Beyond configuration and retention schedule setup, SMCU has also performed a number of recovery tests to ensure the software and various procedures are working according to plan.

"Backups are worthless without the ability to recover data. The simplicity of the Arcserve UDP recovery process builds confidence in my backups. To test my recovery processes, I am performing full system restores to my test bench of selected machines on a monthly basis. Using the UDP Bare Metal Recovery as well as the VM Restore To Alternate Location features. I want to make certain that if a failure does occur, I can restore any machine quickly. UDP gives me confidence that I can perform system restores one after another and it works well. Thank you Arcserve for making a great product and helping me sleep better at night. The Arcserve UDP Appliance blows me away. I am really loving it!"

